

Recover a Lost Account ID and Password

Recover a lost account ID and password needed when master account user left the organization without handover the login credentials, user or sub account user forget login ID and password, the device is registered to previous reseller's account ID etc.

Forgot Your Account ID/Email?

1. Start a web browser and go to <https://support.fortinet.com>
2. Select "**Forgot your Account ID/Email?**"

[Sign In](#) | [Create An Account](#)

Account ID/Email:

Password:

☐ Remember me

[Sign In](#)

[Forgot Your Account ID/Email?](#)

[Forgot Your Password?](#)

[Fortinet Partner Login](#)

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3. Indicate a serial number which registered in this support account. Additionally, provide the requested information.
4. Click "**Submit**"

Forgot Your Account ID/Email

Please provide one registered product Serial Number:

Please also provide the information listed below:

Your Name:

Your email address:

Your phone number:

Your company name:

Your company address (address, city, province/state, country, post code):

Additional Registered Fortinet product serial numbers, certificate numbers or support contract numbers if applicable:

Submit

5. A Customer Service ticket will be created and Fortinet Customer Service team will then follow up the request through the ticket to send account ID to the registered email according to the Serial Number.

Recover a Lost Account ID and Password

Forgot Your Password?

1. Select “**Forgot your Password?**”
2. Enter your Account ID/Email Address.
3. Click “**Submit**”

Forgot Your Password

Please provide your Account ID/Email Address.

Email Address:

Submit

If you forgot the correct email address please click [here](#).

4. An email contains a link to reset new password will be sent to your email address.